



**USS Wasp Careline**

**Local 444-9771**

**Toll-Free**

**USS Wasp Website: [www.wasp.navy.mil](http://www.wasp.navy.mil)**

Dear USS WASP families,

We are so excited to have this opportunity to introduce ourselves. We are your USS WASP Ombudsmen Jennifer, Kimberly and Laura. We have been working with the ship's senior leaders to meet the needs of our families aboard the USS WASP.

Together we have over 30 years of Navy experience. Our knowledge ranges from active duty, to change of duty station, to raising a family in the military environment. We have all attended basic and advance ombudsman training and are eager to assist you in anyway we can.

For your convenience we have enclosed a graduated tablet for the USS WASP. It is a wealth of information about the command and other pertinent military subjects. There is a magnet on the back so it can be placed on your refrigerator for your convenience. Also enclosed is an information card for you to keep in your wallet in case of emergencies. It is a great way for emergency personal to locate your spouse in case the ship is underway. We hope you find both of these items helpful and are excited to be able to share them with you.

The most important function of the Ombudsman is to provide the vital information link between command leadership and the command families. We keep the Commanding Officer informed about the health, welfare and general morale of the command families as well as disseminating information to the families. We stand ready to communicate information about the command and the community resources available to our military families.

Please feel free to contact us if you have any questions or require any assistance. Our contact phone numbers are available on the WASP Careline number: (757) 444-9771, option #2. We are available for emergencies 24 hours a day, however, for routine matters please contact us between the hours of 8:00 a.m. and 7:00 p.m. Unfortunately, we are not allowed to disclose scheduled ship movements, but we will be able to update our ship's careline 24 hours prior to the ship pulling in pier side. Your questions, comments, concerns, etc. will be held in the strictest confidence, within the guidelines defined in OPNAVINST 1750.1E. We look forward to hearing from you!

Sincerely,

Command Navy Family Ombudsmen  
Kimberly McVey WaspOmbudsman@lhd1.navy.mil  
(757) 646-2462

Jennifer Connolly WaspOmbudsman@lhd1.navy.mil  
(757) 301-6803 or (757)839-5469

Laura Flynn WaspOmbudsman@lhd1.navy.mil  
(757) 934-3427

# Attention Wasp Spouses

We are currently in the process of forming a new Family Support Group.

If you are interested in participating or even playing an intricate role in this group please email Kimberly at [Waspombudsman@lhd1.navy.mil](mailto:Waspombudsman@lhd1.navy.mil). Include your name, phone number and email address.

Also, please include any topics you would like to have presented to you at any future Family Support Group meetings. Thank you!

## Your Command Ombudsman

### **What is an Ombudsman?**

The Ombudsman is a spouse of a Wasp Sailor who volunteers their time and knowledge to assist the families of all Wasp Sailors. The Ombudsman is appointed by the Commanding Officer to serve as a liaison between the command and the families.

### **What does the Ombudsman do?**

The Ombudsman is a reliable source of official information regarding the command. An excellent resource, knowledgeable of military and civilian services available to assist families with specific needs. The Ombudsman provides information and referral to empower family members in resolving issues that may arise when the ship is underway/deployed.

Upon appointment the Ombudsman is directed, be Naval Instruction, to attend training to ensure they are familiar with the resources available to assist the command families.

Ombudsman are bound by rules of confidentiality. They must support the Command's Mission, maintain confidentiality, work within the chain of command as directed by the Commanding Officer and maintain the highest standard of professionalism.

### **What can the Ombudsman NOT do?**

- 1) Ombudsman can not resolve the problem for you. They provide information on the necessary resources to enable you to resolve the problem or concern.
- 2) The Ombudsman is not permitted to provide baby-sitting/child care services, recommending specific child care providers or provide transportation services.
- 3) The Ombudsman can not handle money on behalf of the command, nor can they loan money or handle financial matters for family members or members of the crew.
- 4) The Ombudsman does not have the authority to approve emergency leave or make promises regarding such matters on behalf of the command. The Ombudsman may provide assistance to the family and the command in matters regarding emergency leave. The Commanding Officer makes the decision on emergency leave authorization. The same applies to 'bringing a sailor home' from underway/deployment.

### **How do I contact the Ombudsman?**

The Ombudsman maintains the command careline. Information provided on the careline is official information approved by the command, for the command families. USS Wasp Careline is (757) 444-9771. Call the careline to receive up to date information, attain the ombudsman number so you may contact he/she directly.

# Family Readiness Check List

The following information is provided to assist with preparations for underway/deployment. Having the appropriate documentation, knowing the location of important papers and ensuring necessary paperwork/information has been updated serves to expedite assistance in business matters, ensure urgent matters can be handled promptly and reduce frustrations in handling stressful issues.

## Helpful Items to have available, check or update:

## Last checked/updated

_____	Sailor's command address	_____
_____	Rate/Rank, Division	_____
_____	Social Security Number	_____
_____	Valid ID cards-(all eligible family members)	_____
_____	Page 2/DEERS enrollment-(all eligible family members)	_____
_____	Power of Attorney (specific or general) good for one year	_____
_____	Emergent Care Provider – minor children (ill or injured spouse)	_____
_____	Will & Living Will (Sailor and Spouse)	_____
_____	Life insurance documents/policies	_____
_____	Birth Certificates-(all family members)	_____
_____	Naturalization/Immigration/Visa Papers	_____
_____	Marriage Certificate	_____
_____	Adoption Papers	_____
_____	Guardianship/Custody documents	_____
_____	Immunization records-(all family members)	_____
_____	Lease (home, car, furnishings)	_____
_____	Deeds/mortgage documents	_____
_____	Renter/Home owner insurance documents	_____
_____	Vehicle insurance documents	_____
_____	Vehicle Title & Registration	_____
_____	Vehicle maintenance schedule & services provider	_____
_____	Base stickers for all vehicles current	_____
_____	Warranty & service agreements (auto, appliance, equipment)	_____
_____	Federal & State Tax records	_____
_____	Credit Cards & contact # if lost or stolen	_____
_____	Bank account information (name, account #, & address)	_____
_____	Savings/Emergency Funds	_____
_____	Bank books, checks, deposit slips, ATM/debit cards	_____
_____	Monthly financial obligations(to, amount due, due date)	_____
_____	Emergency Family Contact information	_____

# Communicating With Your Spouse

To e-mail a Wasp Sailor you must have the crewmember's first initial and last name. After the prefix has been determined add @lhd1.navy.mil

**Example:** John Doe would be: jdoe@lhd1.navy.mil

To send mail to a Wasp Sailor via the United States Postal Service, you would address it as follows:

Rate/Name  
Assigned Division  
USS Wasp (LHD-1)  
FPO AE 09556-1660

## \*\*\*SECURITY PRECAUTION/REMINDER\*\*\*

Discussions regarding the ship's operational capabilities, location/port calls, schedule and mission SHALL NOT be discussed in e-mail, or any phone transmission such as land phones, cell phones or Sailor phones; by direction of the Department of the Navy.

## Chaplains

Navy Chaplains serve all Sailors and their families, not just those belonging to a specific religious denomination.

Chaplains are authorized representatives of a large range of religious faith groups, ethnic and racial backgrounds. They conduct worship services, administer the rites and sacraments of their respective faith, officiate at special ceremonies and serve as educators, offering religious instruction to all who are interested. Chaplains offer programs that encourage personal spiritual growth and stimulate camaraderie.

Chaplains are available to provide pastoral counseling to all who ask for assistance related to marital issues, personal conflict, family conflict, personal growth and adjustment issues. The Chaplains can be a great source of comfort and assistance when called upon for support.

Chaplains maintain close liaison with helping agencies in the Navy and in the civilian community.

The Wasp has Chaplain stationed onboard for Sailors and their families. When underway or deployed the Chaplains on bases ready to assist and support the Sailors and their families. Refer to last page to get numbers for Chaplain.

## Children

Being the child of an active duty Sailor can be difficult at times, But it can also be filled with unique, wonderful experiences! It is what you make of it for your child. There are many ways to make life as a military child, the experience of a lifetime.

Helping your child develop good socialization skills and encouraging them to be involved in activities in their own school and community expands their support base while improving their coping skills.

The network of friends and associates you develop with other parents and leaders in the various activities can serve as a great support for you and your child during underway periods and deployments. School, church, scouts, sports or civic activities are all wonderful ways for your child to carve their personal niche, while developing a wonderful supportive network. Spouses at the command, the Family Support Group (FSG), Chaplain's office and FFSC are great places to get information and share ideas.

Parenting courses, activities at the command, military community activities are all great ways to get and stay involved with your child. Make the military experience a wonderful childhood memory.

# Emergency Leave

The Navy realizes personal emergencies occur that may require time off. Emergency leave may be granted by the commanding officer for grave illnesses, life threatening injury or death of an immediate family member. Emergency leave is charged from the Sailor's annual leave balance. Expenses associated with emergency leave (transportation\*, food, lodging) are the responsibility of the Sailor.

When the ship is underway/deployed, the commanding officer may require American Red Cross verification of the emergency in making a determination on authorizing emergency leave. There are many factors taken into consideration with emergency leave requests. Emergency leave may be granted when: 1) The Sailor's presence will contribute to the welfare of an immediate family member who is near death, i.e., father, mother, loco en parentis, spouse, children, siblings. 2) Death of a Sailor's immediate family member or the immediate family member of the spouse. 3) An accident or serious illness within a service member's immediate family results in a serious family problem and imposes important responsibilities on the service member which must be met immediately and cannot be accomplished without the Sailor's presence.

While emergency leave may appear to be warranted by the circumstances, the command may be required to deny the request. This occurs when operational necessity requires the Sailors presence onboard the ship's location and capabilities cannot support the Sailor's safe departure.

The American Red Cross office closest to the emergency should be contacted for assistance in notification and verification of the necessary facts. Family members will need the Sailor's full name, rank/rate, command, division, social security number, the name of the physician or facility involved in the treatment or handling of the emergent circumstances. Family members are encouraged to contact the Command Ombudsman for assistance, as needed.

\*the command will assist with the Sailor's return to homeport, if deployed

## American Red Cross

American Red Cross (ARC) is one of the most well-known assistance organizations in the country. There has been a long-standing agreement of support between the Armed Forces and the ARC. Until recent years, verification from ARC was required by the Navy for authorization of emergency leave. While no longer mandatory, the Commanding Officer may request the verification when considering emergency leave authorization.

Family members will need the Sailor's full name, rank/rate, command, division, social security number the name of the physician or facility involved in treatment or handling of the emergent circumstances, when requesting ARC assistance.

Immediate family members (residing in the Sailor's residence) should contact the ARC for assistance via the toll-free number; 1-877-272-7337. For all other family members, the ARC office located closest to the emergency should be contacted for assistance in notification and verification. Family members will find the appropriate ARC office numbers in their local area phone book.

Family members are encouraged to contact the Command Ombudsman for assistance or clarification, as needed.

## Navy Marine Corp Relief Society

Navy Marine Corps Relief Society (NMCRS is a private, nonprofit organization, staffed primarily with volunteers, founded to provide financial assistance for short-term emergencies. Assistance is available to active duty and retired service members, their families and survivors.

NMCRS generally provides interest free loans and grants to assist with: Emergency Travel, Medical/ Dental (patients share), Disaster Relief Assistance, Funeral Expenses, Essential Vehicle and Home Repairs.

NMCRS offers additional services; such as financial education, basic budget counseling and budgeting for new parents. NMCRS Visiting Nurses will come to your home, if referred by your physician, to provide postpartum care, assist with newborn care, visit chronically ill patients and assist with education on medication, diet or provide physician directed follow-up on treatment.

The Hampton Roads main office is located in Norfolk, with 6 addition branches available at bases in the area. For hours of operation, locations or to schedule an appointment call the Hampton Roads main office

(757)-423-8830.



# Fleet and Family Support Centers

Fleet and Family Support Center (FFSC) provide an array of services to military personnel and their families. Services include counseling, financial workshops, career development, relocation assistance, and many more.

Contact your local Fleet and Family Support Center for times and locations of upcoming programs you may be interested in.

**Norfolk 444-2102**

**Oceana 433-2912**

**Yorktown 887-460**

**Little Creek 462-7563**

**Newport News 688-NAVY**

**Northwest 421-8770**

24 hour referral and information lines- 444-NAVY

**1-800-FSC-LINE**

[www.ffscnorva.navy.mil](http://www.ffscnorva.navy.mil)

## Navy Family Advocacy Programs

The Navy Family Advocacy Program (FAP) is designed to address prevention, identification, reporting, intervention, treatment and follow up of child and spouse maltreatment. FAP strives to balance the need to protect the rights of the victims and the rights of the offenders as well.

The Navy's comprehensive response to family violence is designed to prevent or stop violence and minimize the impact on the family and the Navy. A team of medical, legal, investigative, social services professionals and command representatives work together to identify and appropriate response to cases of abuse.

Family advocacy cases are monitored to ensure the victim is safe and the offender is receiving appropriate treatment.

Families may obtain assistance by contacting a military hospital, FFSC or the nearest Navy installation health care clinic.

## Naval Legal Services

Navy Legal Service Offices offer an array of services to the Active Duty Sailor and their family members with ID cards at no charge. The Naval Legal Service Office, Mid-Atlantic is located at Naval Station Norfolk with satellite offices at each military facility within the region.

Active Duty Sailors and Family members with ID cards can have Wills and Powers of Attorney prepared. Documents can be Notarized. Powers of Attorney and Notarizations are provided on a walk-in bases, no appointment is necessary.

Legal advice is provided in all areas of domestic relations. Attorneys will draft marital separation agreements for e-5 and below or their spouse, as well as review and advise on existing paperwork.

Advice and assistance on indebtedness, including correspondence and negotiations with creditors or lawyers on the Sailor's behalf, are provided. Assistance is provided regarding the provisions and protections of the Soldiers and Sailors Civil Relief Act as well.

Landlord-tenant issues, including the review of personal residential leases, communications and correspondences on behalf of the Sailor are also provided.

Legal Services will prepare documents for step-parent adoptions Only and name changes where both biological parents consent to the action.

Topics such as real estate, bankruptcy, acknowledgment of paternity, contracts, consumer affairs, insurance, immigration, naturalizations and many other legal matters can be addressed.

Advice and assistance are provided on Civil Suits. Although in-court representation is limited, procedures and requirements of local courts will be explained. Advice regarding minor (misdemeanor) criminal matters and traffic offenses within the jurisdiction of the civilian courts, is provided. Serious criminal matters are not within the scope on legal assistance and are referred to appropriate counsel.

Legal assistance attorneys are prohibited from: Advising opposing parties on the same issue, providing advice on personal business matters or providing advice over the telephone and providing advice on issues or interests in conflict with or opposed to the interests of the United States.

For additional information contact the Legal Assistance Office near you. For a list of numbers please refer to the last page.

# Useful Numbers

There are many helpful resources and support organizations in this graduated tablet, many more are available. The following list should provide ready access to some of those resources:

USS Wasp Care Line	757-444-9771
USS Wasp Ombudsman	757-444-9771 (option 2)
Information and Referral-24/7 (if ombudsman cannot be reached)	757-444-NAVY
Base Information	757-444-0000
TRICARE (appointments)	1-877-TRICARE
Naval Medical Center Portsmouth	757-953-5000
DEERS	1-800-538-9552
EFMP (Exceptional Family Member Program)	757-953-5833
Duty Chaplain (1630-0800 hours)	757-438-3822
Spiritual Fitness Center	757-444-1091
Family Advocacy Norfolk	757-444-2230
American Red Cross (immediate family)	1-877-272-7337
Navy Legal Services Norfolk	757-444-5300
Personnel Support Detachment (PSD) Norfolk	757-444-8263
Navy Exchange ID card issuance office	757-444-8263
Direct Deposit Information (DFAS)	1-800-346-3374
Navy Marine Corps Relief Society Norfolk	757-423-8830
Fleet & Family Support Center Norfolk	757-444-2102
ITT Office Norfolk	757-445-6663
Commissary Norfolk	757-423-3188
Child Development Center Norfolk	757-444-3239
Navy Exchange Norfolk	757-440-6528
Armed Services YMCA	757-464-9404/363-1884
VA Department of Motor Vehicles	1-800-435-5137
Consumer Protection Agency	1-800-552-9963
Consumer Mediation/Arbitration Services	757-480-2777
Consumer Credit Counseling Service	757-827-8344
Experian Credit Report Bureau	1-888-397-3742
Trans Union Credit Report Bureau	1-800-916-8800
Equifax Credit Report Bureau	1-800-685-1111

## Websites

Navy Knowledge Online	<a href="http://www.nko.navy.mil">www.nko.navy.mil</a>
USS Wasp Homepage	<a href="http://www.wasp.navy.mil">www.wasp.navy.mil</a>